

# Sanjay Vasanth Kumar Devang

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LinkedIn | GitHub

## Professional Summary

A client-focused and analytical support professional with 5+ years of experience in technical troubleshooting and incident management. Proven ability to function in a self-directed, fast-paced agile environment, handling a high volume of support tickets via JIRA and ServiceNow. Excels at communicating positively, handling clients professionally, and working proactively to solve problems and provide timely updates. Eager to apply strong technical and problem-solving skills to support Canvas users.

## Education

**The George Washington University, School of Business**

Master of Science, Information Systems Technology, GPA: 3.9

Washington, DC

December 2025

**Visvesvaraya Technological University**

Bachelor of Technology, Computer Science and Engineering

Bangalore, India

September 2018

## Core Competencies

- **Technical Support:** Ticket Management (JIRA/ServiceNow), Incident Troubleshooting, Bug Replication, L1/L2 Escalation
- **Client Handling:** Professional Communication, Answering How-To Questions, Providing Timely Updates
- **Problem-Solving:** Technical Troubleshooting, Root Cause Analysis, Analytical Skills
- **Process Documentation:** Process Improvement, Knowledge Base Creation, Clear Record Keeping
- **Technical Acumen:** Web Applications, Linux/Windows, Cloud (AWS), Scripting (Python, Bash)

## Professional Experience

**Technical Support Engineer, Sabre Corporation**

*June 2022 - January 2024*

- Worked tickets via web-based systems (JIRA, ServiceNow), resolving an average of 80+ issues per month from internal end-users.
- Validated and clarified reported issues, replicated and troubleshooted application bugs, and fixed end-user problems resolvable through application user interfaces.
- Provided friendly and efficient support via multiple channels including web tickets, email, and internal chat, answering "how-to" questions and guiding users through application features.
- Kept thorough, clear, and complete records in the ticketing system of all actions taken for each issue from initial contact to resolution.
- Acted as the first point of contact for critical application issues, escalating tickets not resolvable at the L1 level to senior engineering teams.
- Handled internal clients professionally during all interactions, providing timely updates and maintaining a positive and dependable presence.

**Application Support Engineer, London Stock Exchange**

*January 2019 - May 2022*

- Provided 24/7 on-call support in a fast-paced, agile environment, demonstrating the ability to think quickly and work proactively to resolve critical issues.
- Excelled in a self-directed role, troubleshooting complex technical problems across a wide range of systems to ensure 99.9% application uptime.
- Communicated positively with stakeholders during high-pressure situations, sharing updates on incident resolution progress.
- Created and maintained documentation of support processes and system recovery procedures, contributing to continuous process improvement.
- Authored and maintained 15+ articles for an internal knowledge base, documenting resolutions to common technical issues which reduced recurring ticket volume by 10%.

## Projects

**AIOps Co-pilot Platform**

*April 2025 - July 2025*

- Architected a system to streamline incident response workflows, demonstrating a deep understanding of ticket escalation and process improvement.
- Designed the integration with JIRA to automate ticket creation and routing based on issue type, reducing manual triage time.
- Created a comprehensive knowledge base within the platform to document common issues and resolutions for L1 support.

**Bite Express: Microservices Food Delivery Platform**

*September 2024 - December 2024*

- Developed a full-stack web application, providing a strong foundation for troubleshooting user-facing issues on web-based platforms like Canvas.
- Replicated and resolved front-end bugs related to user accounts, order processing, and display logic.
- Answered "how-to" questions from test users and documented resolutions for common problems in a user-friendly guide.

## Certifications

- AWS Certified Solutions Architect – Associate
- Google Cloud Associate Cloud Engineer